



30 October 2012

Pharmacy Carve-In Transition

OVERVIEW

OUTREACH EFFORTS TO MEMBERS & PROVIDERS

The Louisiana Healthcare Connections website (www.LouisianaHealthConnect.com) has been updated with information regarding the pharmacy benefit for both members and providers. In addition to the information available online, members have been sent an ID card that contains the pertinent Pharmacy Benefit Manager (PBM) information, including the PBM name, BIN, and phone number. Providers will receive communications via fax blast containing a wealth of information on the Louisiana Healthcare Connections pharmacy program and the PBM processes.

PLANS TO ADDRESS ANY ISSUES AS THEY ARISE

Internally, the Louisiana Healthcare Connections staff has received training on the pharmacy benefit and how to respond to member and provider inquiries.

HOTLINE NUMBERS FOR BILLING OR CONTRACTING ISSUES & MEMBER SERVICES

- Billing issues should be directed to US Script. The US Script Help Desk can be reached at (877) 690-9330. Also, the US Script Provider Manual is available via the US Script website (www.usscript.com).
- Contracting issues should be directed to Pat Lathrop, US Script Director of Pharmacy Network Operations, by phone at (559) 244-3823 or (559) 259-5307, by fax at (866) 912-6293, or via email at plathrop@usscript.com.
- Member services issues should be directed to Louisiana Healthcare Connections Member Services department at (866) 595-8133.

MEMBER I.D. CARD MAILINGS

Louisiana Healthcare Connections has sent current Members I.D. cards containing the PBM information that will be requested by a pharmacy to process a claim.

WHEN A MEMBER DOES NOT HAVE THEIR MEMBER I.D. CARD

If a member does not have their Member I.D. card, the pharmacy may call Louisiana Healthcare Connections to verify eligibility. Member Services can provide the member's Louisiana Healthcare Connections 13-digit Medicaid I.D. number. The pharmacy will also require the PBM's BIN to process the claim. **The US Script BIN is 008019.**

PAYER SHEETS/BILLING INFORMATION

Pharmacy claims are traditionally processed at point of sale.

MEMBER NUMBER FOR BILLING

The member's Louisiana Healthcare Connections 13-digit Medicaid I.D. number should be used when processing claims. This number can be found on the front of the Member I.D. card directly under the member's name.